



Livingston James



Right
There

Position Profile

**Head of Housing (Temporary
Accommodation)**



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Welcome Note



Thank you for your interest in the role of Head of Housing (Temporary Accommodation) at Right There.

We are delighted to be recruiting to this newly reshaped role that will form part of a small Senior Management Team. Having celebrated our 200-year anniversary in 2024, Right There is looking ahead and seeking to ensure we can provide the right support, in the right place, at the right time for everyone that needs it.

We believe everyone deserves an equal chance to create a safe and supportive place to call home, and we walk alongside people to achieve that. Scotland is experiencing a housing emergency, which is causing more people to need the support we offer. This is happening within a backdrop of financial constraints and limited public sector resources, so this is a challenging time for not only the people we support, but the sector we operate in too.

As part of our strategic plans for growth and to deliver the best possible support across our programme areas, we have chosen to create three new Head of Service roles to equip our programmes with the expertise, strategic focus, and capability needed to thrive.

As our Head of Housing (Temporary Accommodation) you will ensure Right There continues to support adults and families taking their first steps toward independent living by providing facilitated access to privately rented properties or removing the barrier of an upfront deposit through our Help to Rent programme.

This role will grow both our landlord and property portfolio across Glasgow and explore future opportunities to deliver accommodation through the private rented sector where need is identified. Working closely with Right There's maintenance team, our ambition is to continually develop this dynamic and consistent service, which builds on current positive relationships and housing networks, increasing the options for people we support. Housing standards, health and safety and contractual compliance will be a key focus for this role.

If you share our passion of preventing homelessness, one person at a time, for as long as it's needed and bring expertise in leading innovation, driving service improvement, and embedding data-driven decision-making to enhance both service effectiveness and impact, we would love to hear from you.

Good luck with your application.

Renzo Cardosi
Director of Programmes



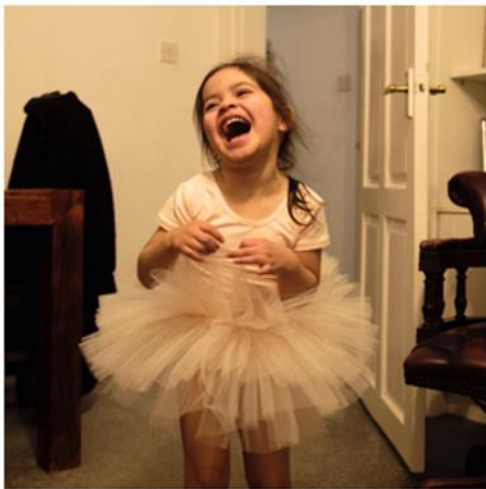
We are Right There and recently celebrated our 200th anniversary in 2024. We provide tailored support for people, at home, and in the community. We are here for people who are living with the effects of homelessness, poverty, addiction, or family breakdowns. Last year we supported almost 4,000 individuals, helping to prevent them from becoming homeless or separated from the people they love.

We are here to offer the right support at the right time, including breaking down financial barriers; accessing the private rental market; linking up with local health, employment and training services to help people make connections within the community; and helping people feel happier, safer, and more confident to take steps to improve their own lives.

Every person's story is unique, and everyone's route home is different, so we tailor our response to the individual. We want to challenge stereotypes – it doesn't matter what the situation is – we're not here to judge, only to help.

Our approach is about creating trusting relationships and nurturing people's strengths, and our 200 dedicated staff, mentors and volunteers play a crucial role in this.

Our 3 Programme Areas



For People

We provide tailored support for children and adults to help individuals and families feel happier, create stronger bonds and stay together.



At Home

We provide safe and supportive places to call home for people of all ages, from any circumstances, for as long as they might need it.



In The Community

We provide the tools for people to live independently and build their lives within their community, creating their own safe and secure homes.



The current **programmes** under the role of Head of Housing (Temporary Accommodation) include:

Short Term Accommodation: Right There offers high-quality, fully furnished homes (463 properties currently) for adults and families, across Glasgow, taking their first steps toward independent living. This initiative provides a crucial link between private property owners and tenants, aiming to prevent homelessness by facilitating access to privately rented properties. Participants also receive emotional support and are connected to specialised local services within the community.

Help to Rent: Saving for a deposit to rent a flat can be hard, especially for people who have experienced homelessness. Currently, Right There offers a rent deposit, across both Glasgow and South Lanarkshire, that removes the barrier of an upfront deposit. It can be paid back over a longer period, with what is realistic to each individual's financial situation. This removes the pressure felt by too many as they try to get into the private rental market

Our Vision:

A world where everyone has an equal chance to create a safe and supportive place to call home.

Our Mission

We meet people where they are in life with no judgement; walking alongside those who need support and preventing them becoming homeless or separated from the people they love.

Our Values

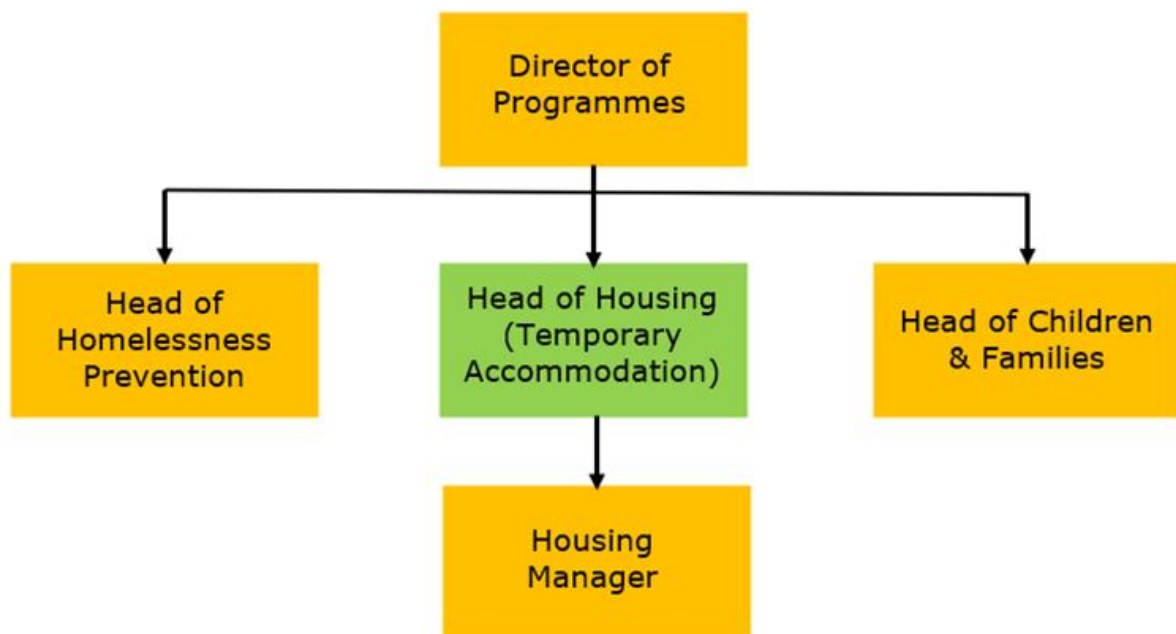
At the heart of Right There are our values. And we are proud to live these every day; to be the best we can be for those involved in our work.





Job Title:	Head of Housing (Temporary Accommodation)
Reports to:	Director of Programmes
Location:	Glasgow

NB: Right There embraces agile working for all employees, with an expectation that this individual would be in the Glasgow office c3 days a week when not visiting our programmes.



In this newly created and business-critical role, you will lead and manage both delivery and growth of Right There's Short Term Accommodation Service Homelessness Prevention programmes whilst also leading the ongoing development of our Supporting Accommodation and Outreach programmes.

The role is pivotal in ensuring effective service delivery that meets statutory requirements, prioritises safeguarding and inclusion, and aligns with both national and local priorities.

To have a **positive impact** in the role you will:

- Develop and implement a strategy for Right There's Short-term Housing programme, increasing occupancy, minimising voids, driving income and creating sustainability
- Oversee the expansion of existing services, whether associated with acquiring new properties or expanding into new geographical locations, whilst ensuring effective financial management, resource allocation, and service delivery of the Short-Term Housing and Help to Rent Services
- Embed a culture of professional, responsive housing and tenancy management through key customer account management, tenancy compliance and landlord partnerships
- Act as a key ambassador, raising awareness of Right There's mission and work at both local and national levels, cultivating relationships that advance our influence and reach



- Enhance impact measurement, developing systems and processes that drive a culture of continuous improvement, data-driven decision-making, and meaningful impact reporting
- As an active member of the Senior Management Team, you will work collaboratively and directly contribute to the development and execution of strategies that align with Right There's five-year strategic plan
- Champion Right There's vision, mission, and values, fostering an inclusive, purpose-driven culture that supports the achievement of strategic objectives





Strategic Leadership & Management

- Provide strategic and operational leadership for the Housing team, you will harness and develop the full potential of the Housing Manager and staff (c20 staff) under your remit, ensuring both team and individual performance is evaluated
- Oversee the robust management of all Right There Housing and Tenancy Management, and work collaboratively with the Housing Manager in the identification and acquisition of new properties
- Embed a culture of partnership working throughout the Housing team, taking account of the needs of the people we support and commissioners, creating and maintaining collaborative working relationships across the organisation
- Monitor and report on performance and progress against strategic priorities, using data and context to keep the plan on track, remaining agile to take advantage of current opportunities
- Report and advise on service development potential together with future opportunities and risks. Develop business case justifications together with respective cost/benefit analysis
- Support a culture of performance and contribution ensuring that all staff within the Housing Team are accountable for delivering on our annual business plan
- Work closely with Right There's Head of Property to ensure that all aspects of property management, including staff teams, are clearly identified and appropriately aligned
- Act as a leadership voice and visibility presence for Right There's Housing function, both outward facing and within the organisation

Compliance & Processes

- Be accountable for regulatory, legislative and due diligence requirements, including property compliance reviews, tenancy inspections, housing benefit/LHA rates applications and housing stock audits
- Ensure legal compliance with Right There's managed tenancies and our landlords are aware of and comply with their respective legal and regulatory responsibilities
- Lead on all aspects of Housing regulation, anticipating change and future proofing systems and team practices
- Develop and oversee a performance management framework for properties throughout the Housing function, and placing key customers, tenants and landlords at its core
- Develop and oversee all customer service processes and protocols in line with best practice for key account management activities
- Be accountable for appropriate and accurate reporting and data analysis on the programme data as required internally and externally

Stakeholder Engagement

- Lead Right There's partnership working arrangements with external commissioners, delivery partners, landlords and landlord representatives. Moving Right There's Housing provision to one of a can-do approach underpinned by clear systems and processes for audit and review
- Be accountable for all current and new commissioned contracts and agreements with public sector commissioning partners, private sector Landlords and Letting agents



- Facilitate and participate in any working groups, consultative groups and partnership forums as required to meet service development and accountability requirements
- Represent Right There as required e.g. Representing Right There to other agencies/partners, including Local Authorities, Social Work, Housing and Homelessness Services and other relevant services
- Recalibrate existing partner relations across all Housing functions, beginning the process of key customer account management





With extensive leadership experience and a strong background in delivering Housing and Temporary Accommodation services, you will bring deep expertise in social and/or supported housing management, along with a proven track record of building external partnerships with commissioning agencies, landlords, and local authority homelessness teams.

A strategic and innovative thinker with excellent communication and influencing skills, the successful candidate will also have relevant experience in the private rented housing sector, as well as direct involvement in managing occupancy-based budgets, forecasting, and void turnover.

Key Skills and Experience

- Experienced in leading high-performing teams, embedding a culture of continuous improvement, professional development, and accountability
- Knowledge of regularity/legislative compliance responsibilities for landlords, tenants and registered providers
- Knowledge of local authority funding streams together with an understanding of the housing benefit process and structure
- Direct involvement of managing services in partnership with internal property teams
- Knowledge of tenants/landlord rights and responsibilities
- Strong analytical skills and an advocate for data-led decision making
- Resiliency and adaptability – capable of working in a dynamic and agile environment
- A commitment to equity, diversity, and inclusion, ensuring services meet the needs of diverse families





Salary:	£53,200 – 58,630 per annum
Company Pension:	You will be automatically enrolled into the People's Pension in the month that you will complete 3-months of employment, provided you meet the auto-enrolment criteria
Holiday Entitlement:	30 days year 1 and rising to 40 days year 2, inclusive of public holidays
Additional Benefits:	Read more about our benefits by visiting https://rightthere.org/

The Recruitment Process

Interested candidates should provide a CV and covering letter, outlining their interest and suitability, to Douglas Adam at douglasadam@livingstonjames.com.

First stage interviews will be conducted by Livingston James, our retained advisors, prior to discussing candidates with Right There at the shortlist meeting.

Right There is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status or pregnancy and maternity.

